

A look at Building and Office Services

"A place where something is always happening and it is usually something different," said Linda Hubbard, Building and Office Services (BOS), director.

Hubbard is the first and only director of BOS, which was created in July 1987 to be responsible for purchasing, facilities maintenance, mail, supplies and, at the time, the agency print shop and graphics. There are many long-time, well-qualified members of the BOS staff, she noted.

Purchasing

"The purchasing area has the most rules," she said. These involve what can be purchased, where or from whom it can be purchased and how it will be paid.

"It is imperative to check with Purchasing before you buy any goods or services for KDOL," Hubbard said. "There are certain items that we must purchase from 'pre-qualified' state vendors. These volume purchases get the state the best discounts for items such as computers, office supplies and furniture."

There are certain vendors that state agencies are required to use by legislative action, generally to provide work for special populations, including persons with disabilities and those in correctional facilities. These organizations provide items like printer cartridges, plastic bags, air filters, furniture and bulletin boards for KDOL.

"These services are good for the state in two ways – supporting people who receive assistance from the state and lowering our costs," she noted. "Because we are spending taxpayer dollars we want to use them wisely, and our purchases are regularly audited,



Eight men and a forklift: Working in the Mail/Supply Center and Maintenance Shop are (left to right) Bill Hargis, Tom King, Larry Herman, G.R. Malone, Ronnie Coleman, Mike Nicol, Steve Gentry and Paul Gillenwater.

so we ask that everyone contact BOS before making any purchase."

"We have many items in stock, even something that might be an emergency need, or we can get it within a day or two."

If any unit is considering a purchase, Purchasing is happy to work with them and secure cost estimates before any order is placed. She noted that all purchase requests should be signed by the division director. In Fiscal Year 2005, BOS processed 1,272 purchase requests for KDOL and, since the start of FY 2006 in July, they have processed 730 purchase requests.

Because they assist the purchasing staff by placing some orders and tracking maintenance payments, the front desk personnel are part of purchasing. But they are also the front line of KDOL customer service, Hubbard said.

"They answer the incoming calls to the agency and greet visitors to the building. While some of the questions they get from callers may have nothing to do with KDOL, they try to find them answers and direct them to the proper authority," she said. "They are skilled in being patient and understanding."

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At right: Skip Saylor, Contributions, and Roberta Taylor, Topeka Call Center, review processes that affect blocked claims at the "as is" open house on the UI Modernization project. Learn more about the project on page 3.





Happy Birthday to Kansas, and Us!

On January 29, 2006, we celebrated the 145th birthday of our Great State. In her State of the State Address earlier in the month, Governor Kathleen Sebelius referenced the pioneering spirit of the people who came to Kansas in the early days of statehood. The Governor's comment got me thinking about my ancestors.

I remember the stories my grandfather told me about his father and grandfather homesteading in Montgomery County in Southeast Kansas. They moved to Kansas from Kentucky in 1869 as beneficiaries of the Homestead Act, which was probably one of the first and most significant social welfare programs in our country's history.

The Garners developed a farm in Northwest Montgomery County. The location of that original homestead is now under water at the Elk City Reservoir. My dad's cousin still lives on a farm just a couple of miles from

the first Garner farmstead in Kansas.

Many of you share a similar story, with an ancestor or two arriving in Kansas more than 100 years ago, often as one of the first to settle in the area. They played an important role in taming the prairie and growing our economy. The tools and the tasks have changed over time, but the pioneering spirit remains. We are blessed to live in Kansas, as the Governor said, and to live in a time of great opportunity.

As we approach the sesquicentennial of our State, which will be celebrated in 2011, it's easy to think 150 years as being a long time ago – but we are still in many ways pioneers and each doing our part to grow and define Kansas.

We have recently added several posters to the walls in our 401 building. These posters feature pioneering Kansans. Kansas has been and is home to many who exemplify that pioneering

spirit. From Eisenhower and Earhart to Garmin International, an inventor of GPS devices that has grown from 10 to 1,000 employees in less than 20 years, Kansas thrives on pioneers.

At KDOL, we also are moving ahead with technology that will improve our operations, such as greater use of online operations. Take time to read the update on the UI Modernization project that appears elsewhere in this issue.

Our state continues to mature and seek new frontiers with great hope and the expectation of opportunity. At KDOL, we should take great pride in the important part we play in helping explore that future.

What is the ESAC?

The Kansas Employment Security Advisory Council (ESAC) is an appointed group charged with providing insight on Unemployment Insurance issues from the perspective of employees, employers and the public to KDOL. It meets four times a year in its advisory capacity to the Secretary of Labor.

The ESAC was authorized by K.S.A. 44-714(d) of the *Kansas Employment Security Law*. Members are appointed by the Secretary of Labor.

The 12-member group is evenly divided between representatives of employees, Kansas employers and the public.

Members are selected to represent each area "because of their vocation, employment or affiliations". Each serves a staggered four-year term. The members come from all areas of the state.

The Kansas Employment Security Advisory Council examines issues

related to administration of the *Kansas Employment Security Law*. The Council reviews and makes recommendations on proposed legislation dealing with unemployment insurance, monitors the status of the Unemployment Insurance Trust Fund, identifies necessary changes to KDOL policy concerning unemployment and makes impartial recommendations to the Secretary of Labor.

An Update of the UI Modernization Project

“The UI Modernization Project (UIM) provides KDOL an opportunity to develop new, state-of-the-art ways of doing business,” said Secretary Jim Garner. “This UIM Project is the first step in a process that will enable us to accomplish many things for the entire agency.”

Recently, Kansas’ UI funding has declined. At best, funding levels for the UI program will remain at current levels in the future. This money funds all UI operations, from direct support to staff salaries. For KDOL to continue providing the necessary services to customers, it must streamline the way it does business. “We have to use our dollars more wisely,” he said. “That is why this project is so important to the department’s future.

The “As Is”

For the past several months, KDOL has worked closely with our vendor, IBM, to carefully examine and document the high level business processes and activities of the agency. This will help the agency understand and communicate how we do business today. This effort is known as the “As Is” or current business processes. Detailed information has been gathered from KDOL employees who understand the operations of current processes in the UI Division.

An open house was held in January to share what has been documented about the way KDOL currently handles UI information. The open house brought together many members of the agency, including the Executive Leadership Team and front line employees, and IBM consultants to review the information gathered thus far. This “As Is” step of the project is nearly completed.

Additionally, several presentations are planned to help all employees get a better understanding of the UIM project



Jennifer Wise, with the UI Modernization Project (right), explains the “Pay Benefit and Make Adjustments” process diagram to Secretary Garner during the “as is” open house

and give them the opportunity to ask questions.

The “To Be”

The next step of the project is dedicated to defining how KDOL will perform its operations in the future. Leadership from KDOL will work collaboratively with IBM to design a new business model during this step. Input will be gathered from claimants, employers and other key stakeholders, and reviewed along with industry best practices to shape the new “To Be” business model.

Separate focus groups are underway in Kansas City, Topeka and Wichita to seek the input of both claimants and employers. The focus groups hope to gain insight into participants’ experiences with other self-service operations as well as their experience with UI to design the future system.

There will be three claimant and three employer focus groups, one in each city, in late January and early February. IBM is facilitating the groups as part of its role on the UIM project.

Additionally, a survey will be sent to all KDOL employees in early February to gather input on our organization’s readiness for change. A link will

be provided directing staff to an external website for the survey. The survey will give KDOL management vital information regarding how to implement the improvements resulting from the UIM initiative.

Subject Matter Experts Share Know-How

While there are a large number of people involved in the project, from managers to consultants, some of the most vital participants are known as “Subject Matter Experts.” These are KDOL employees who are directly knowledgeable about the processes and can describe how each process works in detail. Some of the Subject Matter Experts who have been most involved with the project during the “as is” step are:

Integrity: Janeen Bailey, Ann Golubski, Teresa Morris, Sharon Snyder and David Wujcik

Benefits: Angela Blazic, Chastity Dexter, Sheila Morelock, Marilyn Simon and Jennifer Wise

Contributions: Paul Bicknell, Roc Biffinger, Kelly Brader, Jerry Cloud,

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Dear John . . .


I have gotten a couple strange e-mails at work and at home that tell me there is a problem with my account, but they reference businesses I know nothing about. What is going on?

You may be the target of a “phishing” expedition. Phishing (pronounced “fishing”) is the act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security and bank account numbers, that the legitimate

organization already has. The Web site, however, is bogus and set up only to steal the user’s information.

According to Shawn Finley, director of IT security, KDOL recently has seen an increase in phishing attempts come through our e-mail system claiming to be banks, PayPal, E-Bay, foreign royalty and so on. As a standard, you should never respond to any unsolicited e-mail that is asking for personal information of any kind. Should any legitimate organization be trying to contact you for personal information they will do so in a number of different communications. Should there be reason to believe the correspondence might be legitimate, contact the

organization in question, but do so in a responsible manner. You should never reply to or use the phone numbers, e-mail addresses, links and other contact information provided within questionable e-mails.

You can always contact the KDOL Help Desk or Shawn should you ever have any doubts regarding a questionable e-mail. 

If you have a question, please submit it either through interoffice mail or via e-mail to John Polzar at john.polzar@dol.ks.gov.

“White Pages” list all state employees

It is now possible to find state employee’s work telephone numbers **and** most e-mail address online. A searchable listing is found on the Department of Administration Web site.


In August 2005, Governor Sebelius announced the creation of a Statewide Employee E-mail Directory and an internal web-based White Pages Communications Directory. Agencies

were requested to enter the necessary directory information into the state’s personnel-payroll system.

Working on the project for KDOL were Mike Kennedy and Ron Dugger in IT and Tammy Schmidt in HR.

“I am pleased to announce this process is complete and the directory is available for use,” said Governor Sebelius. “Completion of

this project marks another step in bringing improved efficiency to State government and to the citizens we serve.”

KanWin users may access the new white pages at <http://da.state.ks.us/whitepages>. This directory will enable employees to quickly locate e-mail addresses and improve the efficiency of internal communication processes. 

UIM, continued from page 3

Tamara Copeland, Shane Cox, Joyce Estes, Dale Garcia, Mike Gee, Mary Jaimez, Robin Jernberg, Arlene Miller, Teri Novak, Skip Sayler and Joe Vining

Appeals: Juniata Coufal, Barbara Rawlings and Becky Sanders

LMIS: Teila Gilchrist, Ron Sicka, Dorothy Stites and Orval Weber

Legal: Cecelia McCall and Heather Wilke


Fiscal: Bill Schafer

Other: Marge Baker, retired from Benefits, works as a consultant on the UIM Project.

“This project is an important opportunity for everyone at KDOL to take part in something that will use the experience and expertise of staff to enhance the economic well-being of our customers through more efficient

workforce services,” Garner noted. “We can create a new, more productive way of doing business.”

Learn More

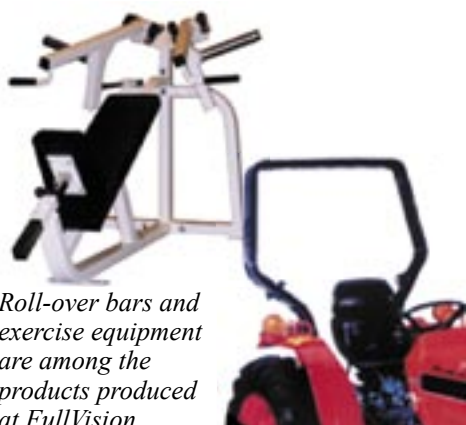
Information regarding the UIM Project has been posted on the KDOL Employee Intranet at: http://www.dol.ks.gov/intra/html/uim_project.htm. This site can be viewed only by active employees of KDOL using their username and password. As the project progresses, this site will be updated with new information. 

Look who's SHARP – Full Vision, Inc.

Ergonomic injuries, because of the use of heavy structural tubing, cause the most safety concerns at Full Vision, Inc.



Full Vision is a fast growing manufacturing company in Newton. It is an original equipment manufacturer (OEM) supplier of metal fabrications to the off-road industries of agriculture, construction and turf equipment, as well as the manufacturer of a proprietary line of treadmills. Full Vision began in 1958 manufacturing aftermarket cabs for combines (self-propelled crop harvesters) and large farm tractors. Once cabs became standard equipment supplied by the OEM manufacturers, Full Vision transformed into a



Roll-over bars and exercise equipment are among the products produced at Full Vision.

contract manufacturer supporting the off-road industries with ROPS (roll over protective structures) as well as other metal fabricated parts. The Benson family purchased Full Vision in November 1997 and introduced treadmills to the business.

There are 70 employees at the facility.

Full Vision has a wide variety of process capabilities including: sheet metal fabrication, structural tube bending, laser cutting (tubing and flat metal), machining, welding (manual and robot), powder paint and complex assembly.

About 13 percent of Full Vision's

volume is shipped to international customers.

Full Vision joined the SHARP program last year. "SHARP consultations helped us overhaul our complete health and safety program with more management leadership and involvement than we have had previously," said Doug Pauls, quality/safety manager at Full Vision. "Likewise the safety committee, which is comprised of shop employees, has been empowered."

Full Vision has identified potential hazards in the following areas and corrected them:

- Machine guarding
- Electrical issues such as use of extension cords for permanent wiring, broken outlets, unidentified breakers and disconnects, welding leads
- Improved LOTO procedures and training
- Material handling and lifting procedures and processes (lift tables, platforms and other lifting devices to eliminate back and muscle injuries)
- Up graded safety objectives, policies and procedures
- Established an ongoing effective safety inspection program to maintain a safe work environment

- Intensified employee safety training, communications and incentives

"We are installing new automation technology in the form of a tubing laser which minimizes much of the heavy lifting and handling," Pauls said. "As in most manufacturing environments, there are many hazards – spindles, saw blades, moving parts on tube bending operations, brake and punch presses, lasers, wash tank chemicals, bake oven, forklifts and electrical. All employees must be very mindful of safety and have the proper training and instruction to clearly understand the hazards."

According to Pauls, the SHARP recognition is "a visible achievement recognizing that Full Vision is committed to creating and maintaining a healthy and safe work environment. Without a recognition program, safety improvements are not that exciting and often don't happen until after it's too late. The recognition program provides an achievable and visible goal. The certification serves as a source of pride and achievement. Once you are recognized as good, you don't want to let that achievement slip."

Management provides leadership and is visibly involved to insure that Full Vision provides a safe workplace and people are protected from injury and

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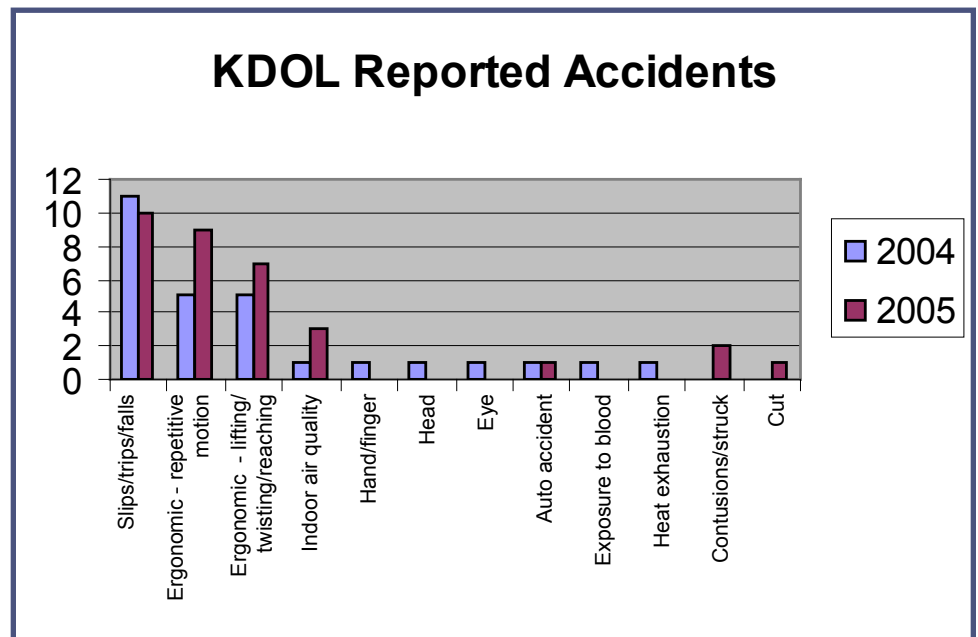
Accident rates are up in 2005

The chart gives a comparison of the types of accidents at KDOL in the last two years. There were a total of 33 accidents in 2005, compared to 28 in 2004. The greatest increase is in the category of ergonomic injuries. Ergonomics is the science of equipment design in order to reduce operator fatigue and discomfort.

Please tell your supervisor if you have concerns about how your workstation is set up before it becomes serious. Supervisors should call me (785-228-1636) or e-mail me at terri.sanchez@dol.ks.gov if an employee needs an ergonomic assessment of their workstation. Once a workers compensation claim is filed by an employee at KDOL, I no longer can assess their workstation. The Department of Administration then takes responsibility.

The following is a breakdown of 2005 accidents by KDOL building or division:

Work Comp: 7 Topeka
2 Wichita
2 Salina
401 Building: 9



UI Call Centers: 5 Topeka
2 Wichita
1 KC

IS&H: 2
1309 Building: 2
1430 Building: 1

Let's try to make 2006 a better, safer year! If you have any safety concerns or need to report a workplace hazard, please contact a safety

committee member. The KDOL Safety Committee is:

Aaron Beavers	IS&H, Wichita
Angela Blazic	Topeka CC
Louise Sumner Garst	WC, Topeka
Mike Mahan	UI, Topeka
Nancy Metzler	IT, Topeka
Darren Root	Legal, Topeka
Terri Sanchez	IS&H, Topeka

SHARP, continued from page 4

illness hazards. Management and supervision set positive health and safety examples by following as well as enforcing its safety and health program rules and procedures.

"All Full Vision employees are responsible for applying good judgment and must abide by safety rules, procedures and policies. Compliance with safety rules, procedures and policies will be

required of all employees as a condition of employment," he said.

Full Vision employees are actively involved in the safety and health program through the safety committee, by submitting safety suggestions and identifying hazards, through reporting near misses and assisting with job safety analysis. They also participate in accident investigations and help train each other.

"SHARP is an excellent program to use as a starting point for building a

sound safety and health program," Pauls said. "It is worth every bit of the time, money and energy spent to achieve the certification.

"Lower incident rates, reduced accidents, improved employee morale, a safer and healthier work environment, lower insurance rates and increased productivity have all resulted from our improved safety program," Pauls said.

BOS, continued from page 1

Mail and Supply Center

The recent change in postal rates created some extra work for those in the Mail & Supply Center. All the postage meters, those at the mail center and the small ones used in the outlying offices, had to be reset to reflect the early January increase in postal rates.

And a lot of mail goes through the mail center. In FY 2005, a total of 2,768,717 pieces were processed (outgoing) there. This included 2.5 million presorted mail pieces. These letters, statements, conference mailings and unemployment checks are sorted in groups down to the carrier routes to make it simpler for the Post Office to deliver and save KDOL on postage. In FY 2005 presorting saved nearly \$200,000 and other sorting and combined mailings brought the total postage savings to \$227,116 for the year. Additionally, making use of combined mailing (for example, using a single large envelope to send UI tax notices for several businesses to the one accounting firm they all use, rather than sending 100 separate envelopes to one address) saved 39 cases of #10 envelopes as well as postage.

The mail center also processes brochures and other informational mailings that go to workers involved in a mass layoff and sends out mail surveys to employers for Labor Market Information.

Throughout the day, they are picking up and delivering mailing between the various KDOL locations in Topeka. Many things sent to outlying offices must be mailed, but often employees coming to or from those offices will carry supplies and other materials back with them. Such activity saved nearly \$2,000 in postage charges last year.

In the same building are the stores of the basic inventory of office supplies, from batteries to cartridges, from envelopes to pens and pencils, from brochures to posters. “These supplies



BOS at 401:
(From left) Greg Layne, Pat Acord, Ron King, Linda Hubbard, Linda McAndrew, Joi Ramsey and Deb Gallantine. Not present for the photo: Connie Hammond

can be ordered from our catalog on the KDOL employee intranet,” Hubbard said. “We even have some items that are not routinely listed. Our motto should be ‘if you don’t see it – ask.’”

A large paper shredder to destroy old files and correspondence is operated by mail staff in their “spare time,” she said.

Facilities and Maintenance

Working from a building in the 400 block of Jackson across the street from the Mail & Supply Center, maintenance takes care of KDOL buildings located in Topeka. KDOL owns six buildings and leases office space at 22 locations, such as the space occupied by workers comp in a Topeka bank building and most of the outlying workers comp or UI tax offices. Facilities management is responsible for working with the landlords of the leased facilities to maintain them and for handling repairs to roofs and heating and cooling systems in those buildings KDOL owns.

“The number one complaint in any office space is comfort,” Hubbard said. “Someone is too cold and someone else

is too hot, usually in the same area. We are getting more involved in ergonomic issues, such as making sure that office spaces have desk heights appropriate for the user.”

In the winter, a big challenge is adequate snow and ice removal from parking lots and sidewalks following a storm, she said. Moving furniture and cubical walls, maintaining landscaping, replacing light bulbs inside and outside and finding replacements for lost desk keys also keep them busy. In addition, they do troubleshooting and some minor plumbing, electrical and heating and air work.

“Occasionally, we are able to use inmates from the local correctional facilities to supplement our staff for some tasks, such as planting and furniture moving,” she said. ★

Graphics

The Graphics unit was moved to Marketing and Communications as of January 30.

In addition to designing brochures and forms for KDOL departments, it maintains the forms control inventory. There are approximately 700 numbered forms, envelopes and pamphlets on file. Many of the forms are now available online and some are even “fillable” online.

Graphics also is responsible for maintaining all KDOL organization charts and for setting up and ordering business cards. Nearly all printing is produced by the State Printer.

The two graphic designers are a very helpful resource for employees who need ideas for signs, cover artwork or other publications.



Mike Nicol watches as the automated mailer places letters into envelopes.

Employee Updates

New Employees



Joyce Hodges joined Workers Comp as a senior administrative specialist. She is a native of Topeka. She and her husband, Brian, have a son,

two stepdaughters, a stepson and two stepgranddaughters. Their son, Avery, who is now two, was a premie. The Hodges served as the 2005 March of Dimes Topeka Chapter Ambassador family.



Robert Soria has joined Workers Comp as a research analyst IV. He is a Topeka native and graduated from Kansas State

University. He has a wife, Nici, and daughter, Angelica, and enjoys music, movies and cooking.



Susan Wilson joined the UI tax unit in Garden City as a state auditor II. She is a 25-year veteran with the State of Kansas,

including at Job Service. She and her husband, Dale, have two sons and four grandchildren.

LeVay Nicholson has rejoined KDOL, as a safety and security office I at the UI Call Center in Wichita. He is from Kansas City, KS, and one of 12 siblings. ★

Topeka employees, through the leadership of those in BOS, adopted several families for the holidays. This message came from a single mother who was among those assisted:

I am very appreciative for all you helped me with. Without your help I would not have been able to keep moving forward. I have a job but with so many expenses I could not have taken care of all of the needs you helped me out with especially the beds. It is very difficult as a single mother but I must move forward. I am very grateful to you all from with all of my heart. I will never forget this Christmas. My children were very happy opening their gifts I also was very excited. I feel you have been very good friends. Thank you. I hope you have a happy New Year surrounded by all of your families. ★

Service Awards

February 2006

10 years

Glenn Griffeth

Attorney III,
Legal

20 years

Joyce Estes

Administrative
Officer,
Contributions ★

Compliments

Lisa Moore, KC UI Call Center

The claimant called to say she wanted us to know she spoke with Lisa and found her to be most helpful. She stated that Lisa seemed very knowledgeable. Since the claimant had never filed a claim before, she really appreciated it and thought we should know about her positive experience. ★

Dave Walker, Workers Comp

Ombudsman, received a letter of commendation from attorney Patrick Nichols for his thoroughness, care, and polite professional approach to resolving a matter on a Joint Petition and Stipulation.

Dick Thomas, Workers Comp, was reappointment as the chair of the Administration Standing Committee by the International Association of Accident Boards and Commissions President, Daniel Sumner. Mr. Sumner commended Dick for his dedication and hard work over the years on this committee. ★

Save These Dates! BLOOD DRIVE – 2006

- Friday, February 17
- Friday, May 5
- Friday, August 4
- Friday, October 6
- Friday, December 15

If you are thinking about becoming a blood donor and want more information, you may contact Sandra Lassley in Human Resources (296-6673) or call the Topeka Community Blood Center (233-0195). They will be happy to visit with you. ★

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